Virtual EMS Instructions for Requesting Student Center Meeting/Event Space

https://emsweb.gsu.edu
Step 1 – Go to Reservation Site

- Visit https://emsweb.gsu.edu
- In the first window that pops up, enter your campus ID and password

TIPS

- Google Chrome is the recommended browser
- If the system is not recognizing your campus ID and/or password, then please contact IIT or check if you need to update your password
Step 2 – Create an Account

- Please request an account by clicking “Request an account” under the “Site Home” tab at the top of the screen.
- You will not be able to request space without having an account.
Step 3 – Account Creation

- Fill out all information in the boxes provided. Boxes with red asterisks are required fields.
- Your GSU email address is the preferred email address to use.
- Registered student organizations must complete the last 4 fields.
- When you have completed this form, the Student Center Event Management office will activate or deny your account request within 2 business days.

**Student organizations no longer need advisor’s approval to have their user account activated.**
Step 4 – Account Activation

- After you receive your log-in activation email, return to https://emsweb.gsu.edu to request space.
- If you used a GSU email to create your account, then once your campus credentials have been accepted on the first page, you will be automatically signed into Virtual EMS.
- If you used a non-GSU email, then you will need to sign in with your campus ID and password in the first window and then log-in under My Account using your Virtual EMS log-in information.
- Once you are logged in, there will be a tab at the top of the page called “My Home.”
- Please select from the menu the appropriate reservation request template.
  - Note: There are two options for meeting room request for stand-alone events and for recurring meetings.
Step 5 – Reservation Templates

- Ballroom & auditorium template
- Meeting Room Individual Event
- Meeting Room Recurring Events
- Urban Life Plaza, Unity Plaza (for events), & West Exhibit Area
- Unity Plaza Tables
- Veterans Memorial
- SCE Indoor Tables
- Hurt Park can only be reserved through this [form](#) on the Panther Involvement Network. (You can also just search for “Hurt Park” in Forms on PIN.)
Step 6 – Enter Event Basics

1. Enter your desired date, time, and number of people for the event you’re trying to book. Click on the dark blue “Search” button.

   - TIP: Requests that start or end outside of Student Center building hours may show up as not available. Please adjust the times to fit within building hours and then write in the event notes box on the next page the actual start/end times that you’d like.

     - There is an additional hourly charge for early or late access.
     - Early/late access requests are not guaranteed to be accommodated.

   - TIP: You must enter the estimated number of people at the event; no rooms will show up if you leave it at 0.
Step 7 – Select a Space

- From the list of available locations, please click the blue + sign next to the space you would like to reserve.
Step 8 – Select a Setup Type

- Once you’ve selected the space, please choose a setup type from the dropdown list of options.

- TIP: Some rooms have fixed setups (meaning the setup is not able to be changed), so there may only be one setup type to choose.

- TIP: You can select more than one space from this page, if needed, for the same date and time.

- Once you’ve selected the space(s), click on “Next Step.”
Step 9 – Select Equipment

- Enter your desired access time in the first field.
  - This is the total time that you would like to have the space reserved.
  - This may not always be possible to accommodate based on other requests for that same space.
- Select all the equipment that you will need for your event. Once you select an item, you can enter the quantity needed in the pop-up window.
- Once you’ve made your selections, click “Next Step” at the top right.
Step 10 – Reservation Details

- Enter your event name and event type.
  - Events will be listed on digital signage throughout the building, so please make sure your event name is specific to your organization; for example, “Chess Club Exec Meeting” is preferred over “Exec Meeting” so it doesn’t get confused with another organization’s meeting.

- Select the customer and 1st contact from the drop-down menus.
  - If no customer name appears, then please contact the office at scevents@gsu.edu or 404-413-1870.
  - The 1st contact should be the person who is planning the event.
  - If no names appear under the 1st contact or if the names should be updated, please contact the office.

- Answer all the required questions under Additional Information.
Step 10 continued

Once you have entered all the required information, check the box at the bottom “I have read and agree to the terms and conditions.”

Be sure to click on and read the terms and conditions as you are responsible for adhering to the terms listed.

After you’ve read the terms, click Create Reservation.
Step 11 – Wait for an Email From Our Office

- Your request has now been submitted.
- The SC Event Management office will review your request and email either a confirmation or denial of the request. These requests can take 3 - 5 business days to process.
- For ballroom, auditorium, Hurt Park, or Veterans Memorial requests, you will need to make an appointment with your assigned staff member within 2 weeks of receiving the initial email. If the meeting does not take place within the 2 weeks, then we will move on to the next request received.
- Until you have received a confirmation email from our office, the space is NOT guaranteed for your event, so please do not announce the event or make any other preparations for the event.
  - Any number of organizations are able to submit requests for a space until it has been reserved for a specific group.
  - Being able to submit a request does not guarantee that you will be assigned that space or that you were the first group to request the space.
  - The SC Event Management office reserves the right to re-assign space, as needed.
Other Tips and Online Reservation Timelines
Recurring Event Requests

Before clicking the Search button, please click the grey “Recurrence” button to be able to input your recurring meeting options.

The Recurrence window will pop up. Select the recurrence type (daily, weekly, monthly, random).

Select the start and end date of the recurring events.

TIP: Recurring requests may only be submitted per semester.
  
  Spring and summer semester requests are accepted starting at 9am October 15.
  
  Fall semester requests are accepted starting at 9am April 15.

TIP: Requests that start or end outside of Student Center building hours may show up as not available. Please adjust the times to fit within building hours and then put in the actual desired start and end times on the next page.
Recurring Events - Regular vs. Random Frequency

- Regularly recurring event: An event that occurs at the same time in a fixed pattern (ex. Every Tuesday at 10am or every third Thursday of the month)
- To request a regularly recurring event, enter the event details in each field. Choose the recurrence pattern and the date range for the recurrence or the number of occurrences.

- Random recurring event: Multiple events with the same start and end times with no fixed pattern (ex. Meeting from 7am - 9am on May 5, 7, 12, and 28)
- To request a randomly recurring event, enter the event start and end times and click on each date that is needed.
To Check on the Status of a Request

- After logging in, click on “My Events” in the left column.
- A list of your current requests will appear. The right-most column will show the status of the request.
- Status Types:
  - **Confirmed** - space is booked for your use and all details have been finalized
  - **Reserved** - space is booked for your use, but you still need to finalize some details
  - **Pending** - a meeting is required with your assigned event coordinator before space can be assigned
  - **Virtual Event Request** - space has been requested but not yet booked
  - **Virtual Canceled/Canceled** - space has been canceled
  - **Not Available** - space is no longer available for your use
To Cancel a Request

- Go to “My Events” and click on the desired request.
- Click “Cancel Reservation” to cancel all spaces under the same reservation number.
To Cancel One Booking in a Series

- Go to “My Events” and select the reservation you wish to cancel.
- Click “Cancel Bookings” to cancel one or more particular rooms or dates.
- On the next page, select the date(s) that you wish to cancel and then click “Cancel Selected Bookings.”
To Add a Booking to a Reservation

- Go to “My Events” and select the reservation to which you wish to add a new space or date.
- Click “New Booking” to add one or more new spaces or dates.
- Search for new spaces or dates on the next page.

TIP: You can only add on similar types of spaces to what is already on the reservation.

- If your reservation is already for meeting rooms, then you can only add new meeting rooms or new dates for meeting rooms. You will not be able to add a different type of space, such as a ballroom salon or Unity Plaza table, to the meeting room reservation.
To Add or Change Equipment

- After logging in, click on “My Events” in the left column.
- Click on the name of the event that you would like to modify.
- Click “Add Services” in the right side box to add or change equipment.
- The equipment page will open, and you will be able to select the type and quantity of equipment you’d like.
- You will also be able to change your desired access time on this page.
To Edit Reservation Details

- Click “Edit Reservation Details” to change the name of the event or the contact person’s information.

- Click “Booking Tools” to change event date or time.
  - Changing the date or time is dependent upon what has already been reserved by other organizations and what the Student Center is able to accommodate.
  - Date and time change requests are not always able to be accommodated or may incur additional charges.
Online Reservation Timelines

- Ballroom, auditorium, Veterans Memorial Hall, and outdoor space requests may only be made online 9 days in advance.
- Meeting rooms, Unity Plaza tables, and SCE indoor table requests may be submitted online up to 4 days in advance.
- For requests outside of the online reservation timeline, please email the office at scevents@gsu.edu with your request details (date, start and end times, number of people attending, setup type, equipment, planned activities) to see if any appropriate spaces are available. Late request charges may apply.

- Registered student organizations may request space 1 year in advance.
- Departments may only request space 180 days in advance.
- Recurring meetings may only be booked per semester.
  - Spring and summer semester recurring meetings may be requested starting 9am October 15
  - Fall semester recurring meetings may be booked starting 9am April 15
Questions?

- Please contact the Student Center Event Management office should you have any questions or concerns.
- Email: scevents@gsu.edu
- Phone: 404-413-1870
- Office Hours: Monday – Friday, 8:30am – 5:15pm
- Office Address: Student Center East, 55 Gilmer Street, Suite 305, Atlanta, GA 30303